

## Contact Centres

### Is your Contact Centre Version Controlled or Cutting Edge?

Globally, the majority of corporations view training as a cost item. It's a linear approach to training, where departments adopt 'Version Control' methodologies.

Training to date has been the same across the board:

- Your organisation experiences change (processes, systems, behaviours, legislation)
- You gather the information you need,
- You have to pass on the latest versions to your staff to support the requirement
- You re-train as soon as it changes again

Traditional models take your employees 'offline' and give training on these challenges.

This might have worked 30 years ago, but in a world where staff are generally young and attrition is high, technology is the most powerful tool you have to ensure that complex product support becomes immediate intrinsic knowledge and not something that resides in a classroom, away from your centre.

We all know the problems:

- Expertise is not always synonymous with great customer engagement
- Information, products, systems and processes are constantly changing
- Traditional training is lengthy and costly to undertake
- Constant re-training is required due to changes and lack of knowledge retention at the point of need
- Compliance risks are always increasing
- Business knowledge retention is difficult to achieve and sustain

So where's the cutting edge? What does your company do to increase performance? And are your clients seeing you as any different?

***Hi- Performance Learning brings performance to the seat – allowing Call Centre Professionals to apply their skills rather than repeat the constant product and process training cycles***

Consider your employees for a moment as real assets. Real assets are fluid. They adjust to change as needed. A performing human asset knows what to do and how to change allowing you to concentrate on what you need to do: Managing instead of training; Leading instead of hand-holding.

This is the value of using technology for what it's good at and people for what they are good at. The difference between Technology and People in our experience is:

- Technology remembers and finds large volumes of product information processes and compliance issues better than people do
- People interpret emotions, frustration and handle complex exceptions better than technology does

By designing conceptual learning courses to train on the principles only, and building complex performance support tools that take the agent through a best-practice process, HPL provides appropriate links to your content at the point of need. It simplifies training and enables knowledge and skills on demand. Real time data is captured and sent to key operating systems to track and efficiently monitor progress.

This reduces the risk of mistakes; mistakes which may be expensive.

Sounds great, but measurement is everything, and Hi-Performance Learning solutions are measured by:

- Improvement of 1st call resolution
- Reduction of unnecessary escalations or hold times
- Elimination of errors
- Reduction of the need for specialised skills
- Reduction of Contact Centre Professionals attrition

We all know that business is constantly changing and people are constantly being provided with challenges that they do not necessarily have the knowledge, skill or behavioural competence to resolve effectively.

In the Hi-Performance Learning model, learning is done at the point of need, meeting rates of change, mitigating the unpredictability, and reducing the barriers we face in up-skilling for all possible eventualities.

Hi-Performance Learning understands technology and people - and how to get them to work together!